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| Frequently asked questions |
| Demand management across The Orange Door, Child FIRST and Family Services  January 2020 |



# Introduction

Child and Family Alliances have extensive experience in managing demand via the development of Alliance specific demand management strategies.

The Department of Health and Human Services has developed *Demand management of child wellbeing and safety concerns* to support consistent practices across Victoria in measuring, managing and influencing demand for Family Services.

The Orange Door brings together the intake point for Child FIRST and family violence referrals in a local area. This has required the development of a dedicated, contemporary demand management approach within The Orange Door that is tailored to The Orange Door service model, and reflects the multi-sector partnership. Demand Management in The Orange Door enables a consistent state-wide approach to managing demand within The Orange Door.

As The Orange Door continues to be rolled out across Victoria, Family Safety Victoria, with support from the Department of Health and Human Services, is developing a statewide demand management framework that will provide a system wide approach to demand management across child and family services and specialist family violence services (women’s and men’s).

# Frequently Asked Questions

## What is the purpose of the *Child FIRST and Family Services demand management framework?*

The purpose of this framework is to support Child FIRST and Family Services, in areas that have not transitioned to The Orange Door, to develop consistent practices in measuring, managing and influencing demand for Family Services.

Child and Family Alliances are expected to review their existing demand management strategies, tools and templates in line with this framework.

## What is the purpose of the document, *Demand Management in The Orange Door?*

The purpose of *Demand Management in The Orange Door* is to support a consistent statewide approach to managing demand **within** The Orange Door. This is required because, prior to the introduction of The Orange Door, specialist family violence services (women’s and men’s) and Child and Family Alliances all had their own unique approaches to managing demand.

The Orange Door requires the multi-sector partnership to collectively share the responsibility for monitoring and managing demand.

## Why is there a different approach to demand management in Orange Door areas and areas yet to transition to The Orange Door?

There is a different approach to managing demand in The Orange Door areas, compared to areas without The Orange Door. This is because The Orange Door is a multi-sector partnership between Child FIRST, specialist family violence services (women’s and men’s services) and Aboriginal Services, which requires a new and consistent state-wide approach to managing demand from both family violence and child wellbeing referrals.

## What is the longer-term plan for demand management across The Orange Door and Family Services?

Consultation for the statewide demand management framework will occur during 2020. The purpose of the framework will be to develop a system wide approach to demand with the following objectives:

* encourage a collaborative approach to managing demand across child and family services and specialist family violence (women’s and men’s) services
* identify a set of shared principles guiding the overall approach to managing demand
* encourage consistency in the application of demand management strategies across the state
* align demand management strategies with key reform activities and legislation, specifically the Multi-Agency Risk Assessment and Management Framework (MARAM) and the Best Interest Case Practice Model (BICPM)
* identifying key demand management roles and responsibilities for government, governance groups, agencies and practitioners
* move towards the use of proactive demand management approaches
* guide development of integrated area-based demand management strategies reflecting local area priorities and local partnerships.

The early learnings from the implementation of Demand Management in The Orange Door and the Child FIRST and Family Services demand management framework will inform the state-wide framework. Once the state-wide framework is finalised, it will supersede both the Demand Management in The Orange Door and the Demand management of child wellbeing and safety concerns. There will be a phased approach to implementation so that all agencies have time to align themselves with the new state-wide framework.

## What approach should Family Services in The Orange Door areas take?

Child and Family Alliances in The Orange Door areas should continue to utilise their existing strategies to manage demand in consultation with The Orange Door within their family services agencies.

The Child and Family Alliances in Orange Door areas have been expanded to include The Orange Door key representatives in their executive and working group levels. This approach has ensured regular and timely dialogue regarding demand and capacity across both The Orange Door and Family Services.

## Are the same priority levels used in both documents?

The Child FIRST and Family Services demand management framework and The Orange Door priority tool are different in the following ways:

* The Child FIRST and Family Services demand management framework uses four prioritisation levels to inform workers professional judgement to assess risk and needs for children and their families to prioritise service response. Section 61 of the Children, Youth and Families Act (2005) requires Family Services to prioritise services based on need.
* The Orange Door priority tool uses three tiers to assess risk and needs for children, parents, victim-survivors and perpetrators of family violence. Tier One incorporates both the ‘Very High’ and ‘High’ categories within the Child and Family Services demand management framework.

Whilst the priority levels are different, both tools should be used in conjunction with structured professional judgement to assist in determining the level of risk and priority of a client.

Figure: Comparison table for priority ratings in Child FIRST and Family Services to The Orange Door

| Child FIRST and Family Services | The Orange Door |
| --- | --- |
| Very High | Tier One |
| High | Tier One |
| Medium | Tier Two |
| Low | Tier Three |

Over time the state-wide demand management approach will identify a consistent method in the application of priority levels aligning to both MARAM and the Best Interest Case Practice Model.

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